

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	[Community Services Worker – Level 5]
Division:	[Service Delivery ]
Reports to:	[Program Manager ]
Position Purpose:	<p>[To support clients and other staff in the provision of support activities within the values of Mission Australia, that contributes to the outcomes of the services.</p> <p>]</p>

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• [May be required to provide intensive ongoing person-centred case management (formal and informal) in line with MA's National Case Management Approach, with complex clients and review progression against case plan.</li> <li>• May be required to provide, evidence-informed case management</li> </ul>	<ul style="list-style-type: none"> <li>• [All referrals are responded to, and appropriate clients are selected for the program.</li> <li>• Thorough registrations are conducted, and all required paperwork is completed and put on file.</li> <li>• Clients are thoroughly inducted into the service and are fully aware of their rights and responsibilities.</li> </ul>



<p>sessions with clients that are sensitive and responsive to, the cultural strengths and needs of each client.</p> <ul style="list-style-type: none"><li>• As required provide specialise case management (formal and informal) in line with MA's National Case Management Approach and Work collaboratively with caseworkers to provide specialised advice and support with appropriate engagement strategies.</li><li>• Assist clients while at the service through brief therapeutic intervention and referral to suitable services</li><li>• Work with clients to create holistic and strength-based individualised support plans utilising SMART goals including referral to supplementary services as needed.</li><li>• Respond to referrals of clients to the service from internal and external support services and conduct over the phone and formal face to face assessments of suitability for support.</li><li>• Undertake initial registrations for clients, including all necessary paperwork and application forms.</li><li>• Induct clients into the service including the property, facilities, financials and regulations.</li><li>• Assist clients in the process of transition out of the service into independence or other services including developing the capacity to self-manage and access required supports independently.</li><li>• Conduct group case management sessions for clients where necessary and appropriate, such as living skills, budgeting etc.</li></ul>	<ul style="list-style-type: none"><li>• Support plans are created for all clients in line with Mission Australia best practice.</li><li>• Ongoing support is provided for clients that meet their individual needs and situation.</li><li>• Clients are supported while at the service and offered appropriate referral to other services.</li><li>• Clients are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.</li><li>• Group sessions are conducted for clients as appropriate.</li><li>• Knowledge of local services and 'best practice' is shared with other team members</li><li>• They work in a collaborative partnership with caseworkers to develop appropriate engagement strategies for clients.</li><li>• Services are viewed as accessible, and the overall proportion of clients accessing the service is increased.</li><li>• Work in partnership with caseworkers to conduct home visits successfully with families.</li><li>• Risk assessments are conducted, and families and workers are safe where necessary.</li></ul>
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<ul style="list-style-type: none"> <li>• May be required to take the lead in convening case conferences with key stakeholders as needed to minimise service duplication and create best outcomes</li> <li>• Assist Program Manager and other staff in addressing complex cases or emergency situations</li> <li>• Work with team members to complete risk assessments where necessary.</li> <li>• Deliver single stream training programs which support the practical needs of the clients and contribute to the practical improvement and assessment of group programs under the direction of a senior employee.</li> <li>• May provide outreach services to clients. ]</li> </ul>	
<b>Key Result Area 2</b>	<b>Administration &amp; Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<p>[Under general supervision proficiently undertake administrative skills including statistics, reports, referral letters, and goal plans and data entry in relevant Client Management System, etc.</p> <ul style="list-style-type: none"> <li>• Ensure that all required internal and external client paperwork is completed and copies kept on file inline Mission Australia protocols.</li> <li>• Complete a range of administrative duties for the efficient running of the service including statistics, reports, referral letters, goal plans etc.</li> <li>• In line with Mission, Australia protocols create and maintain client related paperwork including individualised case management files. ]</li> </ul>	<ul style="list-style-type: none"> <li>• [Case management files are created to the required standard and updated regularly.</li> <li>• All paperwork is completed and correct and kept as required.</li> <li>• Clients are provided with practical case management support to meet the individual's needs.</li> <li>• All required reports are prepared correctly and on time.</li> <li>• All required administration tasks are completed accurately and in a timely manner. ]</li> </ul>

Key Result Area 3	Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>• Develop strong internal relationships with clients and other staff to contribute to the effective functioning of the service and improved outcomes.</li> <li>• Develop strong partnerships and relationships with key external stakeholders including other service providers, networking in partnership to education and employment as well as NGO networks.</li> <li>• Provide expert advice to internal stakeholders on a range of complex and sensitive issues and assist others in the resolution of conflict.</li> <li>• Attend and participate in external meetings and case conference reviews as required by the Program Manager.</li> <li>• Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholder including client's, their family/caregivers. ]</li> </ul>	<ul style="list-style-type: none"> <li>• Strong internal relationships are developed resulting in improved service functioning and service outcomes.</li> <li>• Strong external relationships result in effective interaction with service and appropriate referral of clients.</li> <li>• External meetings and case conference reviews are attended where appropriate and effective advocacy is undertaken where needed. ]</li> </ul>
[Key Result Area 4 ]	[Program Support ]
[Key tasks ]	[Position holder is successful when ]
<p>[Respond to referrals of clients to the service from internal and external support services.</p> <ul style="list-style-type: none"> <li>• As required exercise initiative and judgement in the allocation of shift tasks and client activities during handover and ensure timely and quality completion of these tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• [All referrals are responded to in a timely manner, and appropriate clients are selected for the program. YWR Waitlist in managed in a timely and effective manner.</li> <li>• Shift tasks and client activities are addressed in a timely manner and to a high standard.</li> </ul>

<ul style="list-style-type: none"> <li>• Assist staff with the day-to-day running of the service supervision and programme support in line with program outcomes including providing direction to lower level staff on the appropriate course of action.</li> <li>• Support Program Manager to conduct staff meetings and provide relative information regarding case management development and effective service delivery as required.</li> <li>• Plan, coordinate and supervise the implementation of educational and/or development programs for clients.</li> <li>• Conduct quality audits of case files and practices to ensure high-quality service delivery.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff and clients are supported across a program. Clients are supported based on best practice standards.</li> <li>• Caseloads are allocated in a fair and efficient fashion as directed by the Program Manager.</li> <li>• Service staff are supported to achieve high-quality interventions with positive outcomes from their caseloads.</li> <li>• Assistance is provided to client issues resulting in positive outcomes or issues resolution.</li> <li>• All relevant and proper steps are taken to ensure that positive and sustainable outcomes are achieved.</li> <li>• Staff meet their performance targets and achieve sustainable client outcomes.</li> <li>• Staff meetings are conducted improving communication, performance and engagement.</li> <li>• Constructive contribution is made to staff performance discussion and plans as required by the Program Manager.</li> <li>• Regular audits of files and practice are followed up with action plans and reviews.</li> <li>• Staff are encouraged to apply new solutions, ideas and methods in complex cases to promote continuous improvement.</li> </ul>
[Key Result Area 5 ]	[Staff Supervision ]
[Key tasks ]	[Position holder is successful when ]
<p>[Provide regular case-reviews and supervision to staff to review complex case-plans and monitor case management and outcomes.</p> <ul style="list-style-type: none"> <li>• Provide intervention support to clients and staff where there is a breakdown in the relationships or</li> </ul>	<ul style="list-style-type: none"> <li>• [Service delivery staff meets their performance targets and achieves sustainable client outcomes as per service contract.</li> <li>• Ongoing contribution is made to the development of the service through regular team meetings, team</li> </ul>

<p>difficulty in reaching desired outcomes.</p> <ul style="list-style-type: none"> <li>• Contribute to staff performance discussions to develop planning activities when required including setting priorities and outcomes, planning and organising work and monitoring workflows.</li> <li>• Escalate ongoing staff performance issues to Manager where further support is required.</li> <li>• Facilitate critical reflection activities for staff to inform Action Learning processes.</li> </ul> <ul style="list-style-type: none"> <li>• Contribute to the ongoing development and improvement of the service through involvement in strategy and continuous improvement initiatives.</li> <li>• In conjunction with the Program Manager to foster a culture where all staff are encouraged to create, share and implement best practice and role model this behaviour.</li> <li>• Maintain competent staff including recruitment and selection in conjunction with Program Manager.</li> <li>• Assist the Program Manager with Coordination of service by effectively managing staff timesheets and ensuring all staff training requirements are met. ]</li> </ul>	<p>development and other activities as required (e.g. policy review).</p> <ul style="list-style-type: none"> <li>• Meetings and development activities are conducted improving communication, performance and engagement.</li> <li>• Staff are paid in a timely and effective manner</li> <li>• Staff demonstrates creative, innovative practice in a sharing environment.</li> </ul> <p>]</p>
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## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant university degree with relevant experience or other appropriate qualifications or experience acceptable to Mission Australia to perform the role.
- Alternatively an Associate Diploma with substantial experience; qualifications in more than one discipline; skills sufficient to perform at this level which has been attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required.
- Demonstrated ability to provide Supervision to employees and provides expert advice to employees at lower levels.
- Demonstrated professional approach to the role including maintaining professional boundaries
- A positive and person-centred approach with a strong guiding belief about everyone's capacity to self-right and grow within and beyond their current circumstances
- An understanding from combined lived experience and professional development about factors that support recovery and a proven ability to use this to positively support others on their recovery journey
- Has a sound understanding of Mission Australia's Values and Code of Conduct and applies these in their role when interacting with other internal and external stakeholders
- Demonstrated ability to plan, coordinate and supervise the implementation of educational and/or development programs for clients
- Demonstrated knowledge of relevant policy and legislation

- Highly developed written and verbal communication skills, including highly developed administrative skills and the ability to provide support to management of a complex nature.

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### Key challenges of the role

- Manage a range of tasks including those which fall outside of case management in order to provide the support required for clients within the service. In addition managing administration requirements and confronting client issues.

### Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

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### Approval

Manager name

Approval date

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